Dear Ms. Bergman,

I received your email late yesterday afternoon, and I see that this has caused an inconvenience for you. Our website is built to serve the customers and make sure the customers are happy with the results. If ever our ‘online help’ button does not work again, send us emails and we will have our customer service representatives help you. As we do our best to keep the customers happy and satisfied, we do not have an endless supply of merchandise. Our website, also, does have its up and downs. Sometimes it will work perfect one day and the next day it will not cooperate at all. We do understand that when the ‘online help’ function is not available to you it could cause some confusion.

We have indeed sold out of the black chaises. The chaise that you were interested in is part of a discontinued line and we are offering you a similar chair that only comes in brown leather. We would like to offer you 5 percent off (on top of any other discount) on future orders. We apologize again for not having the black leather chaise available anymore.

We thank you for contacting us, as we will try our best to fix any problems our site may have. We like to make sure our customers are pleased with the business that they receive, and if they are not, we try our best to repair anything that needs to be renovated. Our customer service representatives are here to be of assistance, whenever needed. If the ‘online help’ button is ever not available to you, be sure to send me an email, as I will be glad to help you with whatever possible.

Sincerely yours,

Amanda Whitaker